



JOB TITLE: Resident Manager
Location: Assigned Location
Department: Assigned Department
Reports To: Property Supervisor/Director of Property Management
FSLA Status: Non-Exempt
Salary Range: \$20.00 - \$30.00 per hour

GENERAL SUMMARY:

The Resident Manager is responsible for the proper management, maintenance and full occupancy of the property with less than five percent loss of revenue due to vacancy or to collection losses from nonpayment of rent. The Resident Manager is expected to use his/her independent discretion and judgment to carte for and be responsible for the overall operation of the property and day to day implementation of policies, procedures and programs that ensure a well maintained building, ensures compliance with all applicable regulatory agencies and federal, state and local laws; develops a supportive environment for all residents, manages onsite staff and their duties, interacts with and supervisors vendors, and if applicable, works with the owner. Must relate well to people, exercise good judgement and independent discretion in dealing with residents, visitors, vendors and staff; required to provide leadership in developing a community and in directing and overseeing the staff. Resident Manager live on-site will be responsible for performing all of the duties and responsibilities of an on-site staff person, which includes responding to all after-hours emergencies or building problems that arise.

ESSENTIAL JOB FUNCTIONS:

COLLECTIONS AND ADMINISTRATION:

1. Collect rent, including the issuance of legal late rent notices in accordance with local statutes and their follow-up in case of nonpayment of rent.
2. Make all bank deposits and submit all deposit records by the tenth of the month. All monies accepted must be deposited within twenty-four hours of acceptance or the following bank business day.
3. Prepare between the sixth and the tenth of the month a delinquency report explaining steps taken, all balances due and when payment is due for each delinquent tenant. The delinquency report must be submitted to the Property Supervisor by the tenth of each month or the ninth if the tenth is not a work day.
4. Post rent receipts on ledger cards and check all ledger cards against the monthly rent roll and tenant register.
5. Responsible for immediately notifying accounting and Property Supervisor should there be any differences in the rent roll in comparison to ledger cards and tenant register.
6. Responsible for proper collection of legal rent increases and/or differences on accounts due as per instruction from Property Supervisor.
7. Responsible for closing tenant accounts.

OCCUPANCY:

1. Responsible for notifying the Property Supervisor of all vacancies and thirty-day notices within twenty-four hours of notification.

2. Responsible for the upkeep of all tenant files.
3. Responsible for the upkeep of all unit files.
4. Responsible for all lease renewals and interim/annual recertifications.
5. Responsible for all proper verification forms needed to perform the annual recertification as well as interim certifications.
6. Responsible for knowing, upkeep of and implementation of eligibility requirements for the specific property.

ADMINISTRATION:

1. Responsible for knowing the neighborhood and the property.
2. Responsible for submitting the monthly report to the Property Supervisor by the 30th of the current month.
3. Resolve any and all conflicts between tenants and management and prevent major problems. All correspondence between tenants and Resident Manager must be in writing with copies submitted to the Property Supervisor.
4. Record in tenant's file all lease and house rules violations and notify the tenant in writing of such a violation. A copy of said citation must be submitted to the Property Supervisor.
5. You are might need to provide front desk coverage.
6. Arrange for building coverage in case of an emergency during Resident Manager's absence.
7. To keep emergency cards and tenant roster updated and kept in the manager's office at all times.
8. Keep a list posted in plain view in the manager's office listing all units with children and handicapped tenants.
9. Report all accidents, injuries or property damage immediately to the Property Supervisor.
10. Communicate with the tenants, staff, management or owner, vendors, suppliers, city, state or federal agencies as well as the neighborhood in a professional manner to create a good image for the property and to protect owner from any liabilities.
11. Assist Owner and Property Supervisor in the preparation of the annual operating budget.
12. Supervise the operation and use of the common areas and the recreational room.
13. Follow all company rules and regulations.
14. Comply with any requests from owner and/or owner's agent.
15. Implement the procedures and forms in the operations manual.
16. Responsible for maintaining and accounting of the property's petty cash according to company regulations.
17. Post notice on office door when leaving office during scheduled office hours so tenants and owner/agent are able to find the resident manager when needed.
18. Oversee any contracts that may apply to the property.

19. Purchase after competitive pricing, all materials and supplies necessary for the property based on purchasing procedures of managing agent and prior approval from Property Supervisor for expenditures exceeding fifty dollars.

20. Maintain an inventory of the following items:

- o Owner's manual
- o CMC's Standard Operating Procedures Manual
- o Regulatory Handbooks
- o Appliances for each unit
- o All the building equipment
- o All the tools
- o All the supplies

Inventories shall include the manufacturer's name, model number, serial number, location and condition.

21. Daily the Resident Manager shall:

- o Inspect grounds, parking and all other common areas.
- o Open office at prescribed period.
- o Answer all calls and incoming mail.
- o Address all tenant requests.
- o Update files.
- o Implement rules and regulations.
- o Collect rents.
- o Make bank deposits.

STAFF SUPERVISION:

1. Responsible for supervising, motivating and evaluating on-site staff assigned in accordance with applicable personnel policies and procedures.
2. Responsible for the timely and accurate submission of time records and other necessary documentation related to employees supervised.

RENTING:

1. Prepare marketing plan with the Property Supervisor and leasing agent for rent up or vacancies.
2. Responsible for receiving and reviewing all rental applications.
3. Responsible for the lease preparation, signing and security deposit collection.
4. Orient new tenants to house rules and regulations.
5. Responsible for showing and scheduling appointments of vacant units.
6. Responsible for weekly traffic reports when showing vacancies.
7. Responsible for maintaining and regularly updating waiting lists in accordance with all program regulations.

MAINTENANCE/JANITORIAL AND REPAIRS:

1. Coordinate vacancy turn-overs with CMC. Two days turn-over for unit needing cleaning only. Five days turn-over for painting and cleaning and maximum fourteen days for complete rehab.
2. Assist the Property Supervisor and maintenance supervisor with the semi-annual unit inspections.
3. Accept daily work orders for the common areas, units, grounds and structure.
4. Oversee, follow-up and assure the timely completion of the work orders.
5. Responsible for the overall cleanliness of the property; perform routine janitorial tasks according to the cleaning schedule.
6. Oversee all maintenance and landscaping contracts.
7. Weekly submit the weekly maintenance report to the Property Supervisor.
8. Develop and implement the preventative maintenance program.
9. Complete routine work order requests within forty-eight hours.
10. Immediately inform Property Supervisor if unable to handle a work order.
11. Update name register and mailboxes for US Postal Service.
12. Maintain and update unit keys.
13. Responsible for required maintenance and servicing of all equipment regularly such as boilers, solar panels, water heaters etc.
14. Keep emergency numbers and service contracts available at all times and follow established emergency procedures.
15. Check garbage areas for cleanliness and safety daily.
16. Assist owner and Property Supervisor with the development and implementation of a capital replacement/improvement plan.

TENANT SERVICES:

1. Create and/or update the tenant handbook.
 2. Work with tenants to establish a tenant council within six (6) months of initial occupancy.
 3. Communicate, collaborate with and support tenant council on an ongoing basis.
 4. Provide tenants with referrals and linkages to community services and resources.
 5. Assist tenants in the development of social and recreational programs and a monthly newsletter.
- May perform other duties as assigned.

KNOWLEDGE/SKILLS REQUIRED:

- High School Diplomas or GED required. Associates Degree; Bachelors of Arts or Science; or two years experiences in affordable housing management and two years managing people, projects, materials and information; equivalent combination of education and experience is desirable. Preferably with HUD, Tax Credit or other low income housing programs.
- Oral and Written Comprehension and expression – Ability to listen to, understand and speak so others can understand ideas and information presented verbally. Must be able to distinguish the sounds made by emergency equipment from other environmental sounds. Ability to read and understand communicate information ideas in writing so others will understand.
- Problem sensitivity/Deductive Reasoning- Ability to tell when something is wrong or is likely to go wrong and then apply general rules to specific problems to produce answers that make sense. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems and considering the relative costs and benefits of potential actions to choose the most appropriate one.
- De-escalation-Ability to remain calm and reduce the severity of situations so that they are handled in a diplomatic and professional manner.
- Mathematical skills- Ability to add, subtract, multiply, and divide, sing whole numbers, fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to read and understand basic financial statements and a willingness to learn to prepare annual budgets.
- Policies and Regulations- Knowledge of company policies, federal, state, and local laws regarding to government regulations and agency rules that pertain to properties managed.
- Demonstrated knowledge on Microsoft Office programs such as word, excel, outlook and Yardi system are essential.
- Management of Personnel Resources -identifying the best people for the job and hiring, motivating, developing and directing people as they work.

PHYSICAL REQUIREMENTS:

- This position deals with outside personnel such as residents and clients on a regular basis with contact in various forms such as in person, phone and email.
- It is sometimes necessary to deal with unpleasant or angry people with the need to problem solve difficult situations.
- The location of this position change frequently from indoors to outdoors as site visits are necessary.
- May be exposed to loud noises during emergencies; blood borne pathogens or other bodily fluids/excretions; and hazardous materials such as paints, cleaners, or other janitorial/maintenance materials.
- Must occasionally withstand heights up to the number of stories in the building.
- Must be able to independently get to all areas of the property (including roof); detect foreign/unpleasant odors while surveying buildings, such as natural gas leak; and concentrate despite constant interruption and able to attend to tasks for more than 60 minutes at a time.

- Occasionally may lift items 15-30 pounds, push items 20 pounds, climb ladder, sit, stand, kneel, twist, or grasp/pull/carry/push equipment such as janitorial carts, vacuums, brooms, or mops and walk on uneven ground.
- Ability to operate light office equipment and computer workstation.
- Requires ability to perform repetitive movement of hands, wrists and fingers for use of keyboard and the opening/closing of drawers.
- May involve the ability to be seated for extended lengths of time, including lengthy exposure to computer screens.
- May require ability to travel to other CMC locations.

ACKNOWLEDGEMENT:

FOR THE PROTECTION OF THE LEGAL RIGHTS OF THE TENANTS AND THE POTENTIAL LIABILITY OF COMPANY AND RESIDENT MANAGER, ALWAYS ASK THE PROPERTY SUPERVISOR FOR INSTRUCTIONS REGARDING ACCESS TO OCCUPIED UNITS, TENANTS PROPERTY, ETC. WHEN IN DOUBT, DON'T!

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is job description is intended to be an accurate reflection of the current job. All Staff are expected to contribute to the overall team effort, nothing in this job description restricts Caritas Management Corporation, or executive leadership's right to assign or reassign duties and responsibilities to this job at any time.

I am able to perform the functions of this job as described with or without reasonable accommodation. The undersigned Resident Manager has read and fully understand the content of this Job Description, and, by signing below, agrees to follow and perform the duties described therein to the best of his/her ability.

Accepted and fully understood by:

Staff Name

Staff Signature

Date